

## Information Technology Specialist III

### Advertised Salary: \$57,942 - \$67,000

#### Description

Come join a dynamic work environment where your skills will be challenged, and you will have opportunities to grow in cloud computing. We are looking for an individual with a passion for technology and knowledge in cloud computing environments and/or concepts. Work with the latest technology as we continually modernize our infrastructure and processes.

#### Job brief

Provides **lead** role supervision for Technology Specialists and ensures escalated resolutions for issues involving but not limited to desktop, mobile computing, and client/server technology. Provides software license management; personal computer software and hardware assistance; problem resolution, and information technology assistance and support for end users. Ensuring equipment return and inventory processes are followed and maintained.

#### Responsibilities

- Oversees the installation and maintenance of all personal computer equipment and printers
- Serves as an escalation point for unresolved issues from other Technology Specialist
- Assists end users with software and personal computer hardware problems
- Maintains personal computer licensing, maintenance agreements and ensures licensing compliance
- Provides analysis of application software and hardware and provides advice on complex technical projects and issues
- Evaluates needs and recommends software and process improvements; coordinates distribution of new and upgraded software
- Stays current on technology, issues, and solutions and incorporates into ongoing responsibilities
- Supervises and assists other Information Technology Specialists. Monitors ticket activities and provides resolution guidance on complex issues
- Performs or assist with new employee I.T. training
- Manages Help Desk projects, including development of schedules and project plans, monitoring of project progress, and communication of project status
- Manages accurate inventory of desktop hardware and devices
- Provides high-quality customer service through courteous and professional communication
- Experience administrating and operating IT Help Desk ticket systems.
- Experience assessing, procuring, and processing new hardware purchases to include deployment and setup.

#### Required Qualifications

- Experience with installation, maintenance, and troubleshooting of desktop computer hardware, operating systems, and application software.
- Software experience: Microsoft Windows 10, Office 365

- Proven Experience with Microsoft System Center Configuration Manager (SCCM)
- Working knowledge of Active Directory
- Display current knowledge of technologies (computer systems, mobile devices, and technology products)
- Experience with resolving TCP /IP network issues.
- Experience in Video Conferencing and A/V equipment.
- Proven problem-solving skills.

#### Preferred Qualifications

- Experience with Windows Server
- Professional certification (e.g. A+, Network+, Microsoft 365 Fundamentals or equivalent)

#### Education

Bachelor's degree from an accredited institution in Information Technology or related field **or** 2 to 4 years of relevant experience.

Georgia Department of Audits and Accounts is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, and other legally protected characteristics.

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